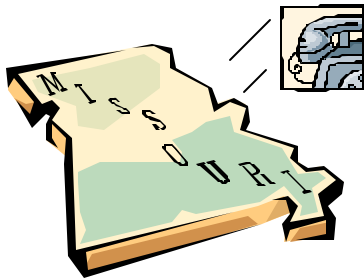


The Missouri Public Service Commission

Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century

CAPTIONED TELEPHONE SERVICES



New state-of-the-art technology to enhance telecommunications service for people who are hard-of-hearing, or who have experienced hearing loss, will become a part of Relay Missouri. The Missouri Public Service Commission has approved the use of Voice Carry Over (VCO) technology through the use of a CapTel™ captioned telephone. Missouri was one of the first states to use this technology on a trial basis -- with approximately 100 people participating in the trial program which began in February of 2003. Individuals who have a hearing loss severe enough to prevent them from being able to communicate effectively over the telephone, but can speak clearly, will be able to benefit from this technology.

THE TECHNOLOGY

◆ **Captioned Telephone Voice Carry Over (VCO)** technology using a Captioned Telephone -- or CapTel™ -- involves a relay operator and voice recognition software to translate an operator's spoken word to text.

◆ **The captions are provided "live"** and are displayed on the telephone's built-in screen so the user can read the words while listening to the other party.

ABOUT RELAY MISSOURI

◆ **The CapTel™ phone will become part of the Relay Missouri service network.** The Public Service Commission oversees the administration of Relay Missouri, which was enacted through a 1990 Missouri law.

◆ **Relay Missouri** provides deaf, hard-of-hearing and speech disabled citizens access to the telephone network. It is funded by a surcharge of 10 cents a month per telephone access line in Missouri.

To learn more about Relay Missouri, call 711 or 1-800-676-3777.

You May be Eligible for Adaptive Equipment

The Missouri Assistive Technology Council is responsible for distribution of CapTel™ phonesets and other types of adaptive telephone equipment needed by Missourians with disabilities. To be eligible for the equipment, a person:

- ◆ Must be a Missouri resident and have telephone service in their home;
- ◆ Must have a certified disability that prevents them from accessing or effectively using basic telephone services with standard telephone equipment;
- ◆ Must have an adjusted annual income that cannot exceed \$60,000 for an individual or an individual plus a second exemption, spouse or dependent.

For more information, call the Missouri Assistive Technology Council at (800) 647-8557 (voice) or (800) 647-8558 (TTY); or at <http://www.dolir.missouri.gov/matp/Tapfortele.htm>



Created in 1913, the Missouri Public Service Commission (PSC) regulates over 1,000 investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at **www.psc.mo.gov**